

Special points of interest:

- AFV BREAKFAST TO BE HELD ON FEBRUARY 20TH 8:00 AM IN THE AUDITORIUM OF THE STATE OFFICE BUILDING
- GASCARD AWARDED NEW FUELING CONTRACT
- HOW TO FUEL YOUR ALTERNATIVE FUEL VEHICLE SEMINARS NOW AVAILABLE CALL 538-3306 FOR INFO
- IT'S VEHICLE REPLACEMENT TIME AGAIN, CONTACT JIM COLBY

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From the Fleet Director's office....

I just wanted to take a moment to say "Thank You" to each fleet customer for your ongoing support, especially in the area of fleet data management. This past election year reminds us of how important accurate and reliable data gathering can be. Gathering fleet data is no easy task and we realize that many of the agencies are experiencing some difficulty making sure their fleet data is accurate and correct. We appreciate and applaud your efforts. In the fleet business, the most important data we need to collect and validate are the current "odometer readings" on each vehicle, which track vehicle mileage. In the Division of Fleet Operations we refer to vehicle mileage as the "lifeblood" of good fleet management. You can go without some minor data in fleet management but "Mileage" is not one of these. We are now entering a phase where we can start analyzing the fleet data collected and we are beginning to follow significant trends and vehicle use patterns. These patterns are being studied closely by fleet auditors, analysts and agency Directors, which is beginning to result in fleet cost savings.

For a fleet to be successful we must be able to perform critical functions relating to the use of a vehicle. All critical fleet functions are absolutely predicated to reliable vehicle mileage data. For example, here are a few of the critical tasks that are highly

dependent on mileage:

- Preventative Maintenance (Oil changes etc.),
- Warranty work, Safety inspections and recalls,
- Maintaining accurate vehicle replacement programs,
- Vehicle cost-per-mile analysis,
- Miles between accidents,
- Fuel miles-per-gallon.

As you can see, virtually every significant report in fleet management depends on accurate mileage data. Making vehicle mileage our most important task. Many of our customers have "Thanked" Fleet operations for implementing a low cost approach to input the mileage. This is made possible through the use of the Division's Fuel Network. The Fuel Network is a group of fueling sites, both publicly and privately owned and operated, connected by the use of a State approved fueling card. The State is currently using GasCard. When you choose fueling sites that accept GasCard and input the correct vehicle mileage each time you fuel, you complete your end of the data collection process. The GasCard Corporation, downloads the mileage data into the State fleet tracking system each business day; this enables the Fleet staff to properly monitor the lifecycle of



your vehicle.

With your help in collecting the correct information we all can look forward to a prosperous year with a low occurrence of vehicle issues.

Sincerely,

Steve Saltzgiver
Director Fleet Operations.

The Division of Fleet Operations Becomes a Model For Other State

Some time during the coming year the State of Arizona plans to visit the State of Utah to observe the innovative programs currently being utilized by the Division of Fleet Operations (DFO). For two days near the end of October 2000, the State of New Mexico Fleet Program came not only to observe the innovative fleet programs used by DFO, but to learn how to manage a Surplus Property Program as well. Several other State Fleet Directors have contacted DFO to learn more about how the State of Utah continues to "Move in the Right Direction".

"We're receiving very positive feedback from other States," said DFO Director Steve Saltzgiver. "Things that we consider routine, other States consider marvelous miracles, and that helps us to understand that we are doing some good things here."

Some of the "good things" include the development and implementation of the Computerized Automotive Resource System (CARS), Property Listing Utilization System (PLUS) and several interfaces that work with the State's Finet system to automate the billing process, all of which were designed by the Division Information Technologies (IT) staff. The systems are used in conjunction with the Fleet Tracking System, FleetAnywhere, to provide reports, to keep accurate vehicle maintenance histories, maintain customer contact database, download mileage information input while fueling a vehicle, keep an accurate State and Federal Surplus property listing and produce invoices and monthly billing.

Division Deputy Director Margaret Chambers added, "I know it all of this seems boring, but other States look at the systems and say 'ooh, ah that's cool', because they have to manually input all of their maintenance, repair and billing data each month."

Another area of recognition by other State fleets is the political support given to DFO by the Utah State Legislature. By centralizing the primary fleet responsibilities of the fleet and creating DFO, the State of Utah has said that fleet operations is an important function of State government and must be maintained at the highest standard. This is a status not experienced by most, State fleets.

"Our legislature funded the centralization and the State's light-duty replacement program, other States do not get that kind of political support," Chambers said. "Everywhere I go I tell people about the centralization and they are just floored by the legislative support we have. They say



Tracie Brush shows Deputy Director Margaret Chambers and visitors from Arizona how the CARS utility is working.

"WOW, how did you do that'."

Other positive trends experienced by the Division may be another reason that other States are interested in Utah's fleet. These trends include:

- Total Fleet-owned assets are starting to decline as customers pay for actual vehicle use.
- Daily rentals are increasing since the reduction of the Privately Owned Vehicle reimbursement rate.
- Vehicle rental rates and overhead are reducing by \$1.6 million per year.
- Rate subsidization between customers is diminishing; customers are actually paying for what they consume.
- Vehicle life-cycle costs are reducing due to timely replacement of the vehicle. The Legislative action to fund the State's light-duty fleet replacement into perpetuity is a large factor.
- Customer agencies are receiving detailed reports that assist them in properly managing their vehicles.
- More vehicles are being processed with less full-time employees. Money is being saved in warranty recovery using the extensive fleet data system.
- Vehicle abuse and neglect are being addressed properly using timely reports.
- All state vehicle fuel and maintenance costs are being captured properly.
- Increases in Alternative fuel used among state vehicles..

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-Steve Saltzgiver

Surplus Success . . .

Surplus Property Helps Murray City Police To Serve and Protect

Through the Federal Surplus 1033, also called Law Enforcement Support Office (LESO) program the Murray City Police Department was able to acquire two of the three armored personal vehicles, called Peace Keepers, released to public safety agencies in the State of Utah. The U.S. Marshal received the third, however that vehicle is currently on loan to the Salt Lake County Sheriffs Department.

The Armadillo is a more "public friendly" armored vehicle than the traditional track vehicles known as a tank.

"Its good protection, but doesn't look like a tank driving down the road," said Detective Mike Fernandez of the Murray Police Department.

The Peacekeeper is built on a Dodge truck chaise, which makes repairing the vehicle inexpensive and relatively simple. The interior of the personnel carrier can hold up to 11 people or several stretchers. Murray City has added to the transportation ability of the vehicle by having side rails, back rails and firefighter handles welded along the outside. This will allow more officers to safely enter a dangerous situation or more victims to exit safely under violent circumstances. Watching videos of the Columbine High School shooting encouraged Murray City to be better prepared should a similar situation happen anywhere in Utah.

"They had one or two SWAT guys with a shield and 30 kids. I guess you're serving some purpose there, but there's really no protection," Fernandez said. "We, as a department, looked at [and thought] 'what if something like that happened here'. The SWAT Team went



The Armadillo is pictured above as purchased from the Surplus Property Program and below after completion of the restoration.



The Armadillo is a more "public friendly" armored vehicle than the traditional track vehicles known as a tank

- Mike Fernandez

out training in the High School practicing how they would get the kids out, but once they got them outside of the affected area how do we get them to a safe zone? We [found] that we were doing the same thing, 30 kids and one guy with a little shield. Looks pretty, but it's stupid."

The department then began to explore other options. They looked at the possibility of purchasing a tank. It was not only expensive to purchase, but parts to repair a surplus tank would be difficult to locate. Using existing equipment for cover had been tried by other law enforcement agencies in the past and found to be less than

adequate.

"Last year we had the shooting downtown. If you look at the news clips, when they're moving people out from the building, they're hiding behind fire trucks and ambulances and all that kind'a stuff, well you put a couple rounds into a fire truck and there's a quarter million dollars...poof gone," Fernandez said.

The Murray Police Department had originally requested three of the armored vehicles from F.E. Warren Air Force Base located in Cheyenne Wyoming. Prior to becoming a Police Officer, Detective Fernandez had been stationed at F.E. Warren and was aware that the base had been assigned 28 of the vehicles in 1979

RCI Brings Automotive Services to State-owned Vehicles

Since 1992 Bret Gresham, owner of RCI Inc., has been providing automotive services with a twist to the State of Utah fleet. The twist is that Gresham and his employee's bring the services to the vehicle rather than taking up State employee time to bring their State-owned vehicle to a automotive service and repair shop.



RCI personnel perform routine maintenance on a state fleet vehicle.

"To catch the reader's attention, place an interesting sentence or quote from the story here."

"Basically, the services get done without the people being bothered or even knowing that it has happened, most of the time," Gresham said.

Gresham and his team travel from Logan to Draper on a schedule providing cleaning, minor repairs and full lube, oil, filter services for the Mini-Motor Pools and other State offices. It is planned to add the Provo-Orem area sometime in 2001.

"We have five trucks, so all of the services are happening everyday and it's extremely convenient," he said.

The RCI team will service State-owned vehicles by area. When in the Draper area, all of the vehicles in the vicinity, will have the vital fluids checked and topped off and any vehicles in need of a cleaning will be washed and detailed. In the event a special request, such as a problem with a dead battery, is called in by a State agency all of the vehicles

leased by the agency with be checked, serviced and cleaned, if needed.

Services offered by RCI Inc., include:

- Lube, oil, filter change,
- Weekly fluid checks,
- Air filter replacement,
- Tire rotation and repair,
- Alternator/battery service,
- Windshield wiper replacement,
- Repair and replacement of lights,
- Interior detailing and exterior washing.

In the event that the RCI personnel cannot repair a vehicle, they will have completed a diagnosis of the vehicle and will be able give the information to the driver to pass-on to the mechanic at the

repair shop. This should not only lessen the cost of the repair, but vehicle downtime as well.

"We're on the cars everyday, and it's easy to know with a quick little test what's wrong with [a vehicle]. If we can fix it, we surely do," Gresham said. "Right then and there, in the parking lot, it's no big deal, the cars not out of service, there's no loaner brought [in], there's no car towed."

RCI operate from 12:00 p.m. to 8:00 p.m. Monday through Friday. Gresham choose the off hours to insure that as many State-owned vehicles as possible can be serviced per-day while not lessening the availability of a vehicle to State employees. Billing is handled through Division of Fleet Operations (DFO) again reducing inconvenience for State employees. For more information on the services offered through RCI, contact Motor Pool Coordinator Gala Dumas at 801-538-3034.

Hello...Hello...Hello



Anne Stehno has accepted the position of Purchasing Agent for the Division's Operation Section, as such Stehno will handling vehicle procurement for the State. She lived in California and Arizona before moving to Salt Lake City in 1994 where she was the office manager of a community non-profit organization for several years. Prior to that position she had worked her way up from receptionist to department manager. She was with that company for 17 years. It is felt she will be a great addition to the procurement program. Management's only concern with Stehno is that she will leave the State to fulfill her dream of owning a Bed and Breakfast in Southern Utah, where she could more readily enjoy her favorite outdoor activities such as hiking and camping.



Maria Mulvey is happy that she accepted the position of Reservations/ Receptionist of the Capitol Hill Mini-Motor Pool. She began just before Christmas and is quickly learning the many facets of her new adventure. Mulvey comes to the Division with more than ten years of customer service experience. Working for placing places like Discover Card, USP and Salt Lake County made her an obvious choice for the Division front line. With only three of her seven children leaving at home Mulvey looks forward to having an "empty nest" in a few years so that she and her husband can travel a bit more and hopefully play with some grandchildren. However, she doesn't have any yet.



Regina Dietrick is excited to be coming back up to the State Office Building, but she says she will miss wearing jeans to work everyday. Dietrick, who has been with the Division since 1997, had been managing the Draper Mini-Motor Pool, however low utilization has forced the location to downsize. Before starting work at the State Office Building on or about January 8th, Dietrick will be moving some of the Motor Pool vehicles to their new homes. Dietrick, who currently resides in the Draper area, will be riding TRAX and the Capitol shuttle to and from work everyday, which will save her money and reduce air pollution in the valley.

Incentive Awards



Peter Musser and Akemi Dean received Extra Mile Awards this month both for going above and beyond the call of duty to insure the Division continues to maintain the highest of standards throughout the many changes in staff positions.

The Incentive Award Committee honors employees, after receiving co-worker nominations and complementary letters from Division

customers. Award types include:

- Recognition Awards, which is a non-monetary awards given to employees who are always friendly and helpful in their job duties. When an employee has received seven "Pats on the Back" they are eligible for a paid day off or \$100.00.
- Extra Mile Awards, are monetary awards of \$5.00 to \$50.00 given when an employees goes out of their way to get the job done, even if it's "not their job".
- Committee Awards, are monetary awards of \$50.00 to 500.00 dollars given for innovative or cost saving ideas. All of the awards can also be given to a team that is doing outstanding work or offering exceptional customer service. To nominate a deserving co-worker simply click here <http://fleet.state.ut.us/incentiveaward.html> to

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DFO has also been honored by several agencies both within the State of Utah and on a national level. During past year the State of Utah/Fleet Operation team has received the Honda Award, given for efforts in the use of Alternative Fuel Vehicles and the National Association of Chief Administrators (NASCA) Outstanding Program Award for creative excellence in Public/Private partnerships was given to the Fuel Network.

At the present time DFO is under consideration for several awards to be given in 2001 including:

- Trainer of the Year, presented by the State of Utah,
- Manager of the Year, presented by Automotive Fleet Magazine,
- The Larry Goill Award presented by the National Association of Fleet Administrators (NAFA) and Bell Canada for quality fleet management ideas.

Whatever the reason behind the interest in Utah's fleet, DFO will continue to find innovative and cost effective means of overseeing the more than 4,000 State-owned vehicles.

Division Director Steve Saltzgiver said, "It's always flattering when your peers come to visit you. It lets you know that you're doing great things in the business. But the way I see it, we still have a lot of work to do."